



NC @ Your Service Project Office and Portal Overview

**Department of Commerce
Information Technology Services**

June 2000

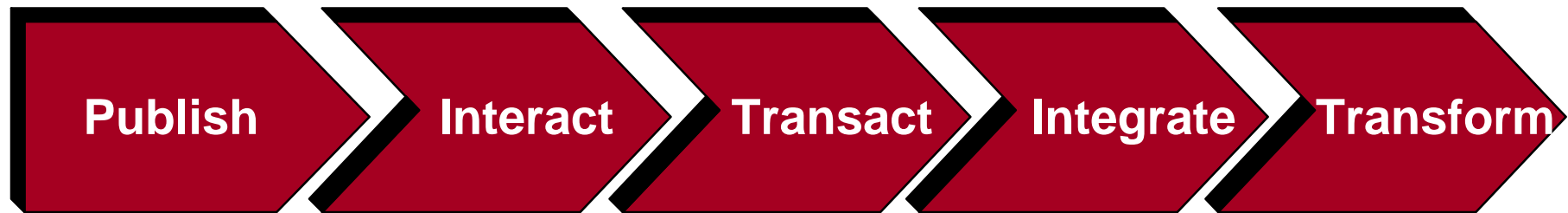
E-Commerce Initiative Objectives

- Determine a *consistent approach* for citizens and businesses to transact business with the State
- Develop a *shared vision* among all agencies for conducting E-Commerce, including common business models and a shared technical infrastructure
- Create a *standards-based approach* for implementing E-Commerce applications

North Carolina's E-Commerce Initiative

- February 1998 – Electronic Commerce Work Group formed
- August 1998 – General Assembly ratified the E-Commerce Act
- February 1999 - *Electronic Commerce – A New Way of Doing Business* report
- July 1999 – General Assembly passed Senate Bill 222
- September 1999 – *ITS Framework for Developing An E-Commerce Enabled Technical Environment* presented to the IRMC
- February 2000 – IRMC approved six initial IRM E-Commerce projects
- February 2000 – Governor Hunt appointed Statewide E-Commerce Steering Committee
- June 2000 – E-Commerce Project Office and Statewide Portal efforts initiated with Andersen Consulting/Yahoo!/BellSouth

E-Commerce Offerings Will Evolve



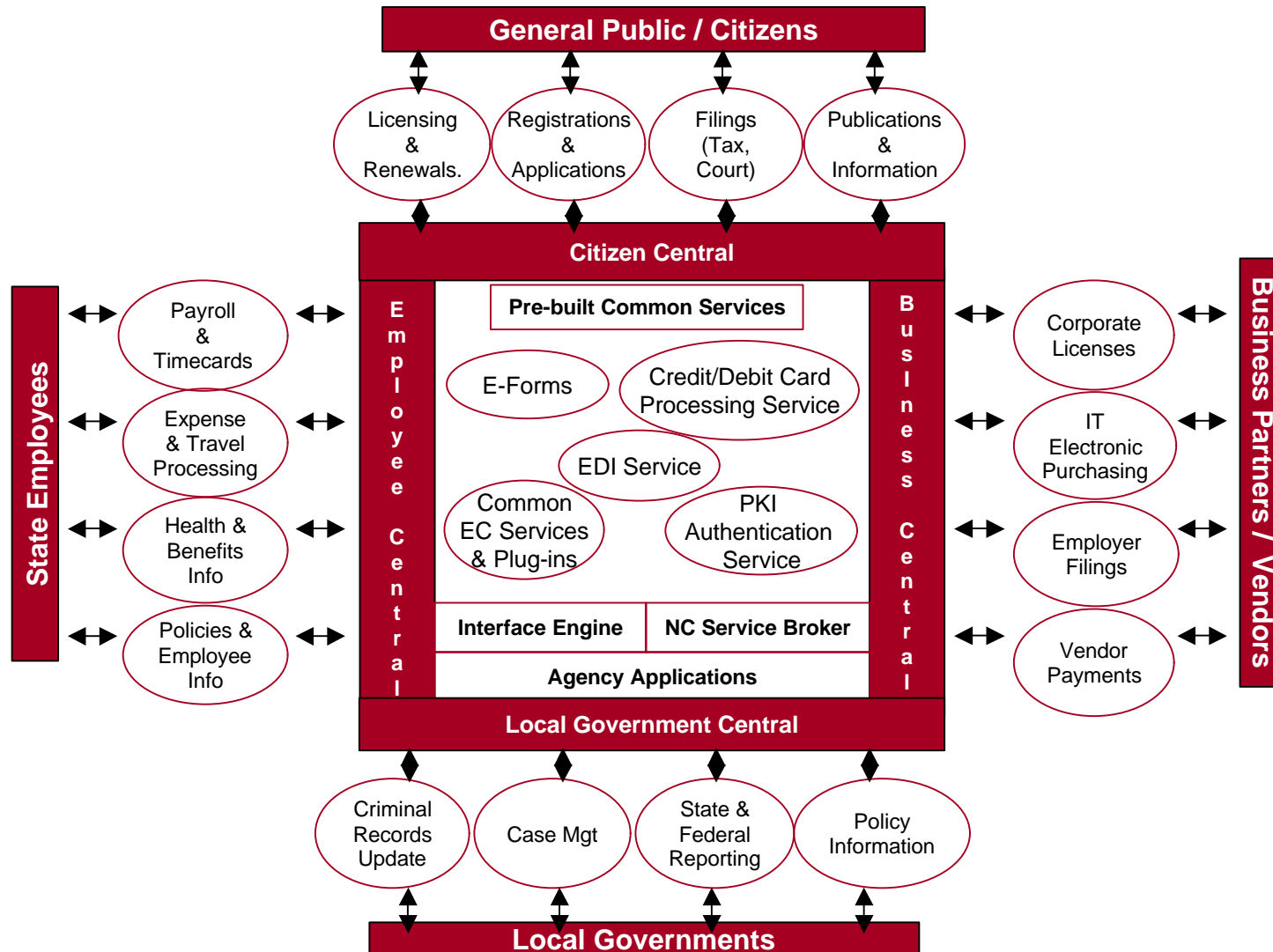
- The site provides information about a government services
- Example: Information about how to apply for a hunting license

- The site responds to a user's input
- Example: A direct link to send an e-mail to get a hunting license application

- A user can pay for a service online
- Example: Ability to submit online a hunting license application that Wildlife will manually key into the license application

- User input is integrated into supporting systems
- Example: Ability to send the hunting license application to the hunting licensing system for batch processing

- The offering alters the way the agency performs its function
- Example: Ability for the user to apply for, receive confirmation on, and print the hunting license



NC @ Your Service Project Team

- **Develop, implement, and maintain the Citizen, Business, and Employee Portals**
- **Partner with the agencies to proactively integrate their business systems into the Statewide Portals**
- **Develop and manage a Master Plan for the State's E-Commerce initiatives**
- **Facilitate internal and external communications regarding the State's E-Commerce initiatives and the Statewide Portals**
- **Continue to evolve the State's eStrategy**

What Exactly is a Portal?

- Each portal is a “one-stop shop” filled with information and application choices
- Portals include Yahoo! content such as weather, news, stock quotes, and shopping cart for products and services
- Each Portal includes a search engine for NC sites and the entire Internet
- Portals can be personalized to reflect the user’s preferences
- Citizens, businesses, and employees can select what they want to do, such as “Find a Job”
- People are linked to the correct information source or application automatically, even if they don’t know which government agency is involved

Present and Future

Present

- Most agencies have their own web sites containing a great deal of information
- Agency web sites are all different
- There are a limited number of integrated online applications
- To find State information, people first need to know the name of the agency and then go to the web site and look for information

Future

- 3 Portals will be available:
Citizen, Business, and Employee
– initial two portal releases
– July 27th and September 27th
- Information or applications currently available via NC agency web sites will be accessed via the Portals
- The Portals will be designed to allow people to navigate to an information source or application based on what they want to do

We'd Like to Work with You!

We want to work with you so that:

- **Value-added government services are made available online**
- **You understand the current common service initiatives: what they are, where they stand, and how you can use them**
- **You help us identify the need for new common services that will enhance your ability to e-enable your services**
- **You help us improve the portals by defining your customers and their needs**